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SESSION Session 2: Performance evaluation

TYPE Presentation

TITLE The ILRS Rapid Service Mail a tool to inform stations quickly about potential problems.

ABSTRACT

During the 17th International Workshop on Laser Ranging in Bad Kötzting, Germany, ILRS has decided to set up a service to allow better communication between stations and analysts. The Rapid Service Mail is a unique address for the 5 quality control centres to contact stations in case of unexpected biases or erratic behaviour and informs in parallel other analysts on that problem. Stations are asked to analyse the reason for that problem and respond to that email. There are about 25 emails yearly with different responses. In 2017 the number of alerts has decreased to 5, all with a positive stations reaction